



APP1492
Weidmark

ABSTRACT

In a telecommunications network comprised of wireline and wireless subscribers, automated directory assistance is provided through a plurality of directory assistance voice peripherals. Such directory assistance voice peripherals are able to query the subscriber requesting assistance in response to a dialed 411 or other directory assistance request. A subscriber request is sent from the local or tandem switch (SSP or WIN MSC) to an intelligent service control point (SCP) which directs control of the request, queries the line information database, routes the request to a directory assistance voice peripheral and the directory assistance voice peripheral notifies the directory assistance controller. The assigned directory assistance voice peripheral interacts with the subscriber to determine the query. The query is satisfied by the directory assistance controller through the directory assistance database. Once the query is answered the call is released by the SCP and routed to the end-office servicing the newly called number.